Bangalore Smart Infrastructure Limited

REQUEST FOR PROPOSALS

“Providing office and Support Staff for Bengaluru Smart Infrastructure Limited”

OFFICE OF THE Project Engineer - 01
Office of the Project Engineer - 01, B-SMILE, No.34/1 3rd Floor, Thimmaiah Road Miller Tank Bund Area,Vasanthnagar,Bengaluru-560051

BENGALURU SMART INFRASTRUCTURE LIMITED

No.B-SMILE/PE-01/TEND/ 02 /2026-27 Office of the Project Engineer-01

Bengaluru Smart Infrastructure Limited
No.30/1, 3rd Floor, Thimmaiah Road,
Miller Tank Bund Area,
Vasanthnagar, Bengaluru-560 052, Dated:27.04.2026

THROUGH KPP PORTAL ONLY
TWO COVER SYSTEM
(REQUEST FOR PROPOSAL)

1. The Government of Karnataka has constituted "Bengaluru Smart Infrastructure Limited" (B-SMILE)for implementation of Specific Infrastructure works in the city of Bengaluru.
2. On behalf of the Bengaluru Smart Infrastructure Limited (B- SMILE), The Project Engineer-01 invites proposals from **Man power** who have relevant experience in doing works of similar nature for Project Management works from registered firms / agencies/ Individuals.
3. Tenders must be accompanied by Earnest Money Deposit (EMD) accompanied by requisite Tender processing fee.
4. The Tenderers shall submit tenders for works given in the table through KPP portal of the Government of Karnataka with relevant qualification criteria as per K/C-8 (http://kppp.karnataka.gov.in).
5. Rates shall be quoted in Tender Schedule B (Financial Bid) in the KPPP on Lumpsum basis.
6. Tenders must be submitted online through KPP portal on or before **16.00** hours on **12.05.2026** and the opening of tenders will be as the schedule in RFP document.
7. Tender documents and other information can be downloaded in the KPP portal from **29.04.2026 @ 16.30 hours onwards.**
8. Other details can be seen in the RFP documents and further details of the work of the tender can be obtained in the office of the Office of the Project Engineer-01, B-SMILE, **No.30/1, 3rd Floor, Thimmaiah Road, Miller Tank Bund Area, Vasanthnagar, Bengaluru-560 052**, Email: pe01bsmiile@gmail.com, Bengaluru reserves the right to accept / reject any or all tenders without assigning any reasons.
9. Corrigendum's/ modifications/ corrections, if any, will be published in the KPP Portal website only.

Works list

Sl No	Name of Work	Provision in the Estimate in Rs. Lakhs	Amount put to Tender (in Rs. Lakhs)	Earnest Money Deposit in Rs.
1.	Providing office and Support Staff for Bengaluru Smart Infrastructure Limited	28.00	28.00	28,000

Following shall be the calendar of events for Tendering:

Availability of Tender documents	:	29.04.2026 16.30 hours onwards
Pre bid meeting	:	06.05.2026 16.00 hours
Last Date& Time for receipt of tenders	:	12.05.2026 16.00 hours
Date & Time for Opening of Technical Bid	:	13.05.2026 11.30 hours
Date & Time for Opening of Financial Bid	:	(Will be intimated after obtaining approval for Technical Evaluation

Note:

A. The bid must be submitted in the electronic tendering system only. The bid containing details of Manpower agency capability to undertake the tender and the scope of service should be specifically informed.

B. Manpower agency can access tender documents on the website, fill them and submit the completed tender document into electronic tender on the website http://eproc.karnatka.gov.in/ after submitting the EMD and tender processing fee in the form of e-payment. EMD of the unsuccessful bidders will be refunded only after issuing LOA to the successful bidder.

C. Bidder should attach all the scanned copies of certificates pertaining to their eligibility criteria, qualification information documents, failing which the bid will not be considered. No physical documents shall be considered. (Also all scanned copies should be visible and should have clarity). IT returns and its year wise abstract should be certified by Chartered Accountant.

D. Any effort by the bidder to influence the client in the bid evaluation, bid comparison or contract award decision results in rejection of the consultants bid.

E. The Financial Bid is to be read, for the purpose of pricing only as per the scope of the work defined in the RFP document.

F. A successful bidder will have to execute an agreement with Project Engineer-01, B-SMILE, Bengaluru within 07 days upon receipt of intimation along with performance Security as per contract price in form of FDR / Bank Guarantee obtained from a Nationalized Bank / Scheduled Bank payable at Bengaluru. The work shall be commenced with all earnestness within 07days from the date of issue of work

order, failing in such cases the performance security will forfeited which it would be presumed that he is not interested in the work and action will be taken to get the work executed through alternate agency.

G. The Bangalore Smart Infrastructure Limited, Bengaluru reserves the right to accept / reject any or all tenders without assigning any reasons.

H. Further details of the work of the tender can be obtained in the office of the Office of the Project Engineer-01, B-SMILE, 3rd Floor, UNI Building, Thimmaiah road, Miller tank bund area, Vasanthnagar, Bengaluru – 560052, Email: pe01bsmiile@gmail.com on all working days.

I. GOK portal http://kppp.karnataka.gov.in for registration and e-payment details contact KPP portal Helpdesk at 080 — 46010000, 68948777.

J. All drawings uploaded in the GOK KPP portal is tender purpose only mentioned elsewhere in the drawing / tender document as final and approved must be considered as tender purpose only.

Sd/-
Project Engineer-01
Bengaluru Smart Infrastructure Limited

Copy to:

1. PS to Hon'ble Managing Director to bring in to the kind notice of Hon'ble Managing Director, B-SMILE.
2. Director (Technical), B-SMILE for kind information.
3. Chief Engineer-1/2/3, B-SMILE for kind information.
4. Public Relation Officer, GBA for information and to publish in two leading Newspapers in Kannada and English and Notice Board.
5. I.T.Advisor with a request to publish the same in the GBA Website.
6. Office Copy.

Project Engineer-01
Bengaluru Smart Infrastructure Limited

1. **PRE-QUALIFICATION CRITERIA**

The Tenderer who intend to participate shall meet the following qualifying requirements:

(a) Technical Criteria

(i) The Prospective Tenderer should have successfully carried out providing/ supplying of Manpower for offices of B-SMILE and its associated offices in any CENTRAL/ STATE/ SEMI GOVERNMENT ORGANIZATION OR ANY ULBS establishment for not less than **04 Data Entry Operators, 02 Assistants and 04 Cleaning Staff** in a single contract continuously for any One year (2021-22 to 2025-26) or Consultancy services of single work order for amount not less **than Rs.28.00 Lakhs.**

(ii) The value of single largest contract at a unit should be not less than **Rs.56.00 Lakhs per** annum.

(iii) Tenderer shall not be under a declaration of corrupt and fraudulent practices issued by Government of Karnataka.

(iv) Tenderer should have been in existence in the service for the last 3 years (i.e.,2023-24 to 2025-26).

(v) Tenderer should preferably have been incorporated in Karnataka. If incorporated elsewhere, should have necessary permission/license to operate in Karnataka. The Tenderer Company shall register under the companies Act, 1956. Tenderer operational in Karnataka is preferred. The bidder should have office in Bangalore.

(vi) Service personnel deployed should be above 18 years and below 50 years of age.

(vii) Prior experience of services to Government, PSUs will be an added advantage.

(viii) All Tenders should include the Technical and Financial requirement information as per **Appendix-A to G & Appendix -I & J**

(ix) Applications should be accompanied by the copies of Registration certificates of the establishment under Labour Department (Government of Karnataka) **and** PAN,GST, and any other statutory requirements, required by law from time to time with latest renewals.

(x) The Tenderers i.e., immediate Employers are responsible for employee insurance including medical coverage and EPF issues. has no liability in this connection.

(xi) Tenders should be accompanied by copies of Income Tax and GST Returns Challans for the last 3 years i.e., 2023-24 to 2025-26(Attested certified Copy of the Charted Accountant).

(b) **Financial Criteria**:

Achieved in at least two financial year's annual financial turnover of **Rs.56.00** Lakhs (CA Certificate to be attached) in past 3 Years

GENERAL TERMS AND CONDITONS

2.1. The Tenderer shall submit documentary evidence in support of the above prequalification criteria. Tenderers with all information and supporting documents by way of copies of work orders, Certificates of satisfactory completion services from other clients, Audited Balance Sheets including Profit & Loss Statement, Annual Turnover Statement (2021-22 to 2025-26) Latest Income Tax Returns with PAN No, GST and PT Challans etc., to establish their credentials and track record for fulfilling the experience, financial and ranking system requirements, alone will be considered.

2.2. For the purpose of ascertaining the experience and financial criteria, the experience and financial criteria of the Tenderer entity alone will be taken into consideration.

2.3. There shall not be any case or charge under investigation/enquiry/trial against the Tenderer, convicted in a Court of Law or suspended or blacklisted by any organization on any grounds.

2.4. B-SMILE - GBA reserves the right to use in-house information for assessment of capability of Tenderer. The decision of The Managing Director, B-SMILE - GBA regarding the tender will be final and binding.

2.5. If the performance of the Tenderer is/has been found to be unsatisfactory for any reason, whatsoever, in any organization, then B-SMILE - GBA reserves the right to reject the tenders submitted by such Tenderer at any point of time.

2.6. Joint Ventures / Consortium based offers shall not be accepted.

2.7. Tender document can be downloaded from the website http://kppp.karnataka.gov.in

2.8. The Tenderer has to ensure that the tender document is strictly as per the order indicated in the master index.

2.9. Tender document completed in all respects along with supporting documents shall be submitted on-line up to **16.00 Hrs. on 12.05.2026. The Tender shall be opened on 13.05.2026 at 11.30 hours.** The short-listed technically qualified tenders will be considered in the financial bid after the approval of Tender Evaluation committee headed by Hon'ble Managing Director, B-SMILE - GBA. If the above day of opening happens to be a declared holiday for B-SMILE, it is implied that the opening of the tenders will be held on the next working day at the time and venue stipulated as above.

2.10. Tenderer's pre-site queries and discussion can be made any time during working hours (preferably between 3.00 to 5.00 pm) in the office of **The Project Engineer - 01, B-SMILE, No.30/1, UNI Building, 3rd Floor, Thimmaiah road, Miller Tank Bund area, Vasanthanagar, Bengaluru-560051**. Further details in this regard are highlighted in the section "Instruction to Tenderer".

2.11. The tenderers may submit tenders for Services given in the table through KPP portal of the government of Karnataka(viz :https://kppp.karnataka.gov.in)..

2.12. Tenderer shall ensure submission of complete information/documents at the first instance itself. **The Director (Technical), B-SMILE, No.30/1, UNI Building, 3rd Floor, Thimmaiah road, Miller Tank Bund area, Vasanthanagar, Bengaluru-560051** reserves the right to complete the evaluation based on the details furnished by the Tenderer without seeking any subsequent additional information. Tenders not in compliance with tender conditions or with incomplete information / documents are liable for rejection.

2.13. Issuance of tender or submission of tender by itself shall not amount to pre-qualification or entitle of the Tenderer to participate in the tendering.

2.14. B-Smile, shall not be responsible for any costs or expenses incurred by the Tenderer in connection with the preparation of Tender.

2.15. Canvassing in any form by the agency directly or indirectly or by any other agency / person on their behalf, may lead to disqualification of their tender.

2.16. Clarification, if any, can be obtained from **The Project Engineer-01, B-SMILE, No.30/1, UNI Building, 3rd Floor, Thimmaiah road, Miller Tank Bund area, Vasanthanagar, Bengaluru-560051** on all working days during the working hours of the Office.

Sd/-
Project Engineer - 01,
B-SMILE,

INSTRUCTIONS TO TENDERER

[(General Conditions of Contract (GCC)]

1. General provisions

1.1. Definitions:

Unless the context otherwise requires, the following terms whenever used in this contract have the following meanings:

a) "Applicable Law" means the laws and any other instruments having the force of law in India, as they may be issued and in force from time to time.

b) “Contract” means the contract signed by the parties, to which these general conditions of contract (GC) are attached.

c) “Effective Date” means the date on which this contract comes into force and effect pursuant of Clause GC 2.9.

d) “Contract Price” means the price to be paid for the performance of the services, in accordance with clause 6 of terms of reference.

e) “GC” means these General conditions of contract.

f) “Government means the State Government of Karnataka”

g) “Local Currency” means Indian Rupee.

h) “Party” means the client or the Agency as the case may be, and parties mean both of them.

i) “Agency” means the client or the party as the case may be.

j) “Personnel” means persons hired by the Tenderers and assigned to the performance of the services or any part hereof.

k) “Services” means the work to be performed by the Tenderers pursuant to this contract as described in Terms of Reference.

2. GENERAL CONDITIONS OF CONTRACT.

You are invited to submit your Technical tender and Financial tender separately for **"Providing office and Support Staff for Bengaluru Smart Infrastructure Limited"**for The 'Scope of Work and Services' is out lined under the same title in a later section of this document. The TENDER documents shall remain the exclusive property of the B-SMILE - GBA without any right to the Tenderer to use them for any purpose except tendering and for use by successful Tenderer with reference to the work. The Tender called for, is a single package. The Tenderer should provide all the mentioned services in a single tender apply.

3. TENDER DOCUMENT

Tender document is available in the Karnataka Government web-site http://kppp.karnataka.gov.inandcan be downloaded.

4. TENDER VALIDITY

The Tender shall remain valid for acceptance for a period of **180 DAYS** from the last date of submission of tender. The Tenderer shall not be entitled to modify, vary, revoke or cancel their tender after submission. In case of the tenderer modifying, varying, revoking or cancelling the tender, the B-SMILE - GBA shall forfeit the Earnest Money Deposit paid. The validity of the tender shall be extended as and when required for the period as requested by B-SMILE - GBA in writing.

6. AMENDMENT TO TENDERING DOCUMENT

The B-SMILE - GBA may for any reason, whether at its own initiative or in response to the clarification requested by the prospective Tenderer, issue amendment in the form of addendum / corrigendum either during the period of issue of tender document and subsequent to receiving the tenders.

Any addendum / corrigendum thus issued shall become part of the Tender Document and the Tenderer shall submit "Original" addendum, corrigendum duly signed and stamped in token of acceptance. For addendum/ corrigendum issued during the tendering period, Tenderer shall consider the impact of such addendum / corrigendum in the tender.

For addendum /corrigendum issued subsequent to receiving the tenders, Tenderer shall follow the instructions issued along with such addendum / corrigendum.

7. CLARIFICATIONS REQUESTED BY TENDERERS:

Although the details presented in the tendering document consists of Conditions of Contract, Scope of Services, Specifications and have been compiled with in all reasonable care, it is the Tenderer's responsibility to ensure that the information provided is adequate and clearly understood.

The Tenderer shall examine the Tender Document thoroughly in all respect and if any conflict, discrepancy, error or omission is observed, the Tenderer may request clarification during the pre-bid meeting to be held prior to the Tender Closing Date.

Such clarification requests in writing shall be addressed to **The Project Engineer - 01, B-SMILE, No.30/1, UNI Building, 3rd Floor, Thimmaiah road, Miller Tank Bund area, Vasanthanagar, Bengaluru-560051.**

8. CHECK LIST FOR SUBMISSION OF TENDER

In order to ensure that the Tenderer complete the tender, a check list for submission of various documents details in "Technical & Financial Tender, has been enclosed as **Appendix-A to I**.

The Tenderer in their own interest, are requested to fill the check list and submit it along with the tender for ready reference. In case of incomplete submission, B-SMILE - GBA, Bengaluru will not be under any obligation to give the Tenderer an opportunity to make good such deficiencies and B-SMILE - GBA, may at its own discretion treat such tenders as incomplete and not consider the same for further evaluation.

9. MODE OF SUBMISSION OF TENDER

TENDER shall be submitted in KPP portal only through online in two cover Bid system.

PART - I: TECHNICAL BID

PART - II: FINANCIAL BID

Part-I of the tender document shall contain all pre-qualification, i.e., the Technical details as mentioned in Appendix-C, under the heading "Pre-Qualification Requirement".

Part - II of the tender document shall contain information regarding the rates to be quoted in financial bid. Any conditions mentioned by the Tenderer in **Appendix-I & J** shall not be taken into account and if insisted upon, the tender shall be liable for rejection.

10. TENDER SUBMISSION.

Tender documents can be downloaded by the tenderer. The Tenderers should ensure that their offers are uploaded at **KPP portal** within the stipulated date and time. B-SMILE - GBA, shall not take responsibility if the tenders are not uploaded at the above portal within due date and time and the tenders uploaded after the date and time stipulated for receipt of tenders are liable to be rejected. No request for extension of time for submission of tender shall be considered.

11. EARNEST MONEY DEPOSIT (EMD)

11.1. Earnest Money Deposit is Rs.28,000/-(Rupees twenty eight Thousand Only) through e- Payment) shall be deposited with the Tender.

11.2. The EMD shall be paid through KPP portal with any of the following modes:

a) Debit Card,

b) Credit Card,

c) NEFT (National Electronic Fund Transfer) and

Note: EMD shall be paid through online only.

11.3. Tenders without the EMD will be rejected.

11.4. No interest shall be payable on the EMD furnished.

11.5. If the Tenderer after submitting the tender, revokes the offer or modifies the terms and conditions thereof during the validity of the offer, except where the B-SMILE - GBA, has given opportunity to do so, the EMD shall be liable to be forfeited.

11.6. In the event of withdrawal of the Invitation to Tender by the B-SMILE - GBA, the EMD paid with the tender will be returned to the

Tenderer within a period of 8 weeks.

11.7. In the event of the successful Tenderer's failure or refusal to sign the agreement or furnish the security deposit, the earnest money deposit shall be forfeited without prejudice. B-SMILE - GBA, reserves the right to recover any further loss or damage incurred or caused in consequence thereof, from the Tenderer.

11.8. The EMD shall be returned to the unsuccessful Bidders within a period of four (4) weeks from the date of issuing the work order to the Successful Bidder. The EMD submitted by the Successful Bidder shall be released upon furnishing the Performance Security in the required form and manner as stipulated in the Agreement.

The EMD shall be forfeited in the following cases:

a) If the Bidder modifies or withdraws the Proposal.

b) If the Bidder withdraws the Proposal during the interval between the Proposal due date and expiration period of the Proposal Validity period.

c) If the Successful Bidder fails to provide the Performance Security within the stipulated time or any extension thereof provided by the B-SMILE - GBA.

d) If any information or document furnished by the Bidder turns out to be misleading or untrue in any material respect.

e) If the successful Bidder fails to provide the suitable candidates with in the stipulated time.

f) In case the B-SMILE - GBA, finds that the performance of the bidder is not to the expected quality, then the reserves the right of cancellation of the contract without giving any reason.

12. TECHINCAL DISCUSSIONS

Technical Discussions with the Tenderer shall be in pre-bid meeting only. The Tenderer shall depute their authorized representative(s) attending the discussions and sign the minutes of meeting on behalf of his organization. The authorized representatives must be competent and empowered to settle all technical issues.

13. COMPLIANCE TO TENDER REQUIREMENT

B-SMILE - GBA, expects the Tenderer to comply with requirement of

tendering document without any deviation. In any case, no exception or deviation shall be accepted. Deviation on clauses, if felt necessary, should be furnished in the technical tender itself as per the enclosed format. B-SMILE - GBA, shall not take cognizance of any deviation stipulated elsewhere in the tender.

14. TENDER EVALUATION CRITERIA

14.1. Tendering is the responsibility of the Tenderer and no relief or consideration can be given for errors and omissions made by the Tenderer in advertently or otherwise. Tender with incomplete information is liable for rejection.

14.2. The Tenderer who intends to participate, shall meet the qualifying requirement as mentioned in notice inviting tender.

14.3. Tenders not meeting the qualifying requirements shall be summarily rejected.

14.4. Tenders of those Tenderer which are found to be meeting the qualifying requirement, shall be taken up for detailed evaluation.

14.5. In case the tender does not fully comply with the requirement of Tender document and in case the Tenderer continues to stipulate the exceptions and deviations to the clauses of Tender document and if the same is not acceptable, then the tender will be rejected.

14.6. Proposed deployment of resources like manpower shall be complied with as per the requirements specified and will be completed prior to the commencement of work.

14.7. Performance of Tenderer on works executed / under execution shall be taken into consideration before selecting the Tenderer for opening of their financial part.

14.8. The Tenderer shall not mention their Financial terms/ rates anywhere in the Technical (Part-I) part of the tender. If Tenderer specifies or quotes Financial terms/rates Tender in the Technical (Part-I) part of the tender, then their offer shall be rejected summarily.

15. PROPOSAL OF THE TENDERER:

15.1. The Tenderer shall arrange their tender in the following order:

PART– I:

PART-I TECHNICAL PART:

(a) Tendering document duly uploaded in all respects.
(b) Documents in support of pre-qualifying requirements as per Appendix-C and Appendix-E.
(c) Earnest Money Deposit through online.
(d) Registration Certificates of GST,LABOUR Department, etc.,
(e) Power of Attorney in the name of the person who has signed the tender in case if the owner of the Company is unable to sign the document for any unavoidable reasons
(f) Annual Turnover Statement for the financial year,(2021-22 to 2025-26)
(g) Details about ESI with local ESI code
(h) Details about EPF
(i) Details about Labour Laws
(j) Details about Local bodies registration,
(k) Other statutory details, if any.
(l) Technical Evaluation Will be Done as per Appendix -E

PART - II - FINANCIAL PART:

The Financial Part of the tender shall be submitted as given in Appendix-I and J. Financial tender shall contain only Financials quoted by the Tenderer. **The bidder who quotes below amount put to tender will not be considered in the financial bid. Prices should be quoted including GST.** Applicable income tax and other statutory deductions will be deducted as per prevailing rules against the bills submitted. Professional tax will be deducted as per PT rules.

16. TENDERER'S RESPONSIBILITY FOR QUOTATION

Although the details presented in this tender document have been compiled with, with all reasonable care, it is the Tenderer responsibility to ensure that the information provided is adequate and clearly understood.

17. EVALUATION OF FINANCIAL TENDERS

The financial tenders of only those Tenderer shall be considered for

opening and evaluation whose tender is determined to be technically acceptable. Evaluation of financial tenders shall be taken up to determine the competitive Financials of the technical tenders and include the following:

18. If two or more numbers of the bidders are found to be L1 then, **the highest annual turnover and good performance will be considered as L1. If this also fulfilled by the bidders, then the bidder with ISO certification is considered among the two or more or by lottery system as per the approval of Director (Technical).**

18.1. On arriving at the final evaluated Financials of all Tenderer, any uncalled for lump sum / percentage / or ad-hoc reduction, if any, offered by the Tenderer after the last date of submission of Financials or rebates offered at any place shall not be considered for the purpose of evaluation. However, such reduction/rebate from the Tenderer, who is finally selected, shall be taken into account while issuing final order.

18.2. The B-SMILE - GBA, reserves the right to negotiate on the quoted Financials.

19. CONTRACT DOCUMENT

19.1. The Tenderer, whose tender has been accepted by B-SMILE - GBA, , shall enter into formal agreement.

19.2. Contract documents for agreement shall be prepared after award of works as intimated to the successful Tenderer and by a Letter of Acceptance by the Tenderer. Until the final contract documents are prepared and executed, the Tendering document together with the annexed documents and Tenderer's acceptance thereof shall constitute a binding contract between the successful Tenderer and the B-SMILE - GBA, . Contract documents to be signed between **The Project Engineer - 01, B-SMILE, No.30/1, UNI Building, 3rd Floor, Thimmaiah road, Miller Tank Bund area, Vasanthanagar, Bengaluru-560051** and successful Tenderer, shall consist of following:

- Agreement on stamp paper of appropriate value.
- Letter of Acceptance.
- Detailed Letter of Award/ Work Order.

- Original Tendering document duly signed by the Tenderer.
- Addendum issued to Tenderer if any duly signed by the Tenderer.

20. AWARD OF WORK

The Tenderer, whose tender is accepted by B-SMILE, shall be issued with a Letter of Acceptance prior to expiry of tender validity. Tenderer, shall confirm Acceptance by returning a signed copy of the Letter of Acceptance. shall not be obliged to furnish any information / clarification / explanation to the unsuccessful Tenderer as regards non-acceptance of their tenders. Except for refund of EMD to unsuccessful Tenderer, the B-SMILE - GBA, shall correspond only with the successful Tenderer.

The candidates to be selected should have:-

- Good personality and well-mannered to suit the ethics of working in Government offices.
- Required to be present and work in during the working hours.
- Once He left the organization they will not have any rights overwhich was maintaining by them.
- As the nature of work is composite of field work the candidate is required to be a male with a valid driving licences,insurance and two wheeler.

The Service personnel so provided by the Agency will not in way share Employee Employer obligations with B-SMILE – GBA. Hence B-SMILE - GBA, will not be in any way directly or vicariously liable for any injury or damage caused to the personnel's provided by the Agency.

4. **TASKS/RESPONSIBILITIES OF THE SERVICE PERSONNEL**:

9.26 The Service personnel so appointed to serve as Data Entry Operators, Assistants and Cleaning Staff on Contract basis to B-SMILE - GBA, Bengaluru should perform the work allotted to them with integrity and following are the criteria .

a) Data Entry Operators

Educational Qualification: Candidates must have passed 10 or 10+2 (PUC/12th Standard) or an equivalent examination.

Experience: Primarily involves managing office data, requiring proficiency in MS Excel, Word, and typing speeds of 40+ WPM. Typical roles include 1–2 years ,

b) Assistants

Educational Qualification: Bachelor's Degree in any discipline from a recognized university.

Experience: Specialized assistant roles often require 1-2 years of administrative, HR, or relevant work experience,

c) Cleaning Staff

Educational Qualification: No formal education.

Experience: Experience in cleaning techniques, sanitation standards, and the safe use of chemicals and machinery (like vacuum cleaners or floor polishers)..

5. REPLACEMENT:

5.1 It is mandatory that the Agency should replace the services of the service personnel" whose services are found to be unsatisfactory by this office and provide suitable and equivalent replacement within **SEVEN** days of information by the authorized official over phone or email. If the Agency fails to provide required number of Manpower in the stipulated period, Rs.500/- per person/ day will be levied upon the Agency as penalty.

5.2 The Agency should also replace the service of the service personnel who quit the service or who fails to attend the work regularly on all working days. Those services should also be replaced immediately upon notice from the authorized official over phone or email. Failing which, after three days, Rs.500/- per person/ day will be levied upon the Agency as penalty.

5.3 Service personnel who found to be unruly and arrogant in behaviour will not be tolerated. Those who go on strike will be viewed seriously and replaced immediately and will be terminated from the services without any prior notice/ intimation.

6. **SECURITY DEPOSIT**:

Performance Security amount as per prevailing rules (5% of the total accepted tender amount) should be submitted to the B-SMILE - GBA, by the successful Tenderer within 10 days of acceptance of tender.

7. **DURATION OF CONTRACT**:

The duration of contract shall be for a period of **11(Eleven) months And one year of extention**. The scheduled commencement date of contract shall be from the date as indicated in the Work Order. If it is extendable for further period if mutually agreed with the same terms and conditions of the agreement executed after the approval from competent authority. However, the contract can be terminated by either party on three months‟ prior written notice.

a. The Tenderer shall be allowed a period of 7days from the date of signing the Agreement to deploy the service personnel to B-SMILE - GBA, .

b. Notwithstanding anything contained in any other clause, the B-SMILE - GBA, reserves the right to terminate the contract due to any failure on the part of the Tenderer in discharging their obligations under the contract or in the event of their becoming insolvent or going into liquidation. The decision of the B-SMILE - GBA, the failure on the part of the Tenderer shall be final and binding on the Tenderer.

c. The B-SMILE - GBA, shall give prior notice of 01 (One) month to Tenderer for termination of contract.

d. The B-SMILE - GBA, shall also have, without prejudice the other rights and remedies, the right, in the event of breach by the Tenderer of any of the terms and conditions of the contract, or due to the Tenderer's inability to perform as agreed for any reason whatsoever, to terminate the contract forthwith and get the work done for the un-expired period of the contract at the risk and cost of the Tenderer, and recover losses, damages, expenses or costs that may be suffered or incurred by the B-SMILE - GBA, . The decision of the Managing Director B-Smile, shall be final and binding on the Tenderer.

e. B-SMILE - GBA, about the breach/failure on the part of the

Tenderer shall be final and binding on the Tenderer and shall not be called into question.

f. The B-SMILE - GBA, , also reserves the right to terminate the contract at any time during its currency without assigning any reason thereon by giving One month' notice in writing to the Tenderer at their last known place of residence business and the Tenderer shall not be entitled to any compensation by reason of such termination. The decision of the B-SMILE - GBA, , under this clause shall be final, conclusive and binding on the Tenderer and shall not be called into question.

g. The B-SMILE - GBA, , on exercising the right to terminate the contract as above, the Tenderer shall withdraw the services of the service personnel at B-SMILE - GBA, within seven (7) days from the date of official termination. At the same time, before withdrawal, the Tenderer should make good of the damages/losses, if any, caused by the service personnel at B-SMILE - GBA, .

8. LABOUR LAWS, PROVIDENT FUND, ESI :

8.1. The Tenderer shall obtain necessary license from the Licensing Authority under the Contract Labour (Regulation & Abolition) Act, 1970 and the Central Rules framed there under and produce the same to B-SMILE - GBA, , in the Tender document.

8.2. The Tenderer shall not undertake or execute or permit any other agency or sub-Tenderer to undertake or execute any work on the Tenderer's behalf through contract labour except under and in accordance with the license issued in that behalf by the Licensing Officer or other authority prescribed under the Factories Act or the Contract Labour (Regulation & Abolition) Act, 1970 or any other applicable law, rule or regulation from time to time.

8.3. The EPF should be as per the GOI, Ministry of labour and employment letter no EDL1/24/amendment scheme/2014 Dated 29.08.2014 and other prevailing orders has to be noted and incorporated.

8.4. The Tenderer shall comply with the provisions of ESI Act and Scheme framed there under with regard to all his service personnel involved in the performance of the Contract, and shall deduct employee's contribution from the remuneration of each of the employees and shall

deposit the same together with employer's contribution of such total remuneration payable to the employees in the appropriate account. Tenderer is required to submit documents/ challans towards proof of remittance towards ESI for the service personnel engaged for this work along with every remuneration reimbursement bill.

8.7. The Tenderer should comply with the relevant provisions of the Employees Provident Fund Act. The Tenderer should promptly deposit P.F. deduction of the eligible contract employees plus the employers' contribution to the RPFC. For this purpose agency must submit a certificate in their Bill that PF amount has been deducted from the eligible employees and along with the employers contribution has been deposited. In support of this, the agency must furnish the challan receipt for the payment made to B-SMILE - GBA, . All supporting documents / records should be made available by the Tenderer to the Office of . **The Project Engineer - 01, B-SMILE, No.30/1, UNI Building, 3rd Floor, Thimmaiah road, Miller Tank Bund area, Vasanthanagar, Bengaluru-560051** when called for. All liabilities of the Contract, remuneration and other statutory obligations in respect of the persons engaged by the Tenderer shall be borne by the Tenderer. In view of the provisions of the ESI Act, PF Act and other Acts, the Tenderer shall take necessary steps to cover its employees under the said enactments/ and shall submit proof of such compliance to . **The Project Engineer - 01, B-SMILE, No.30/1, UNI Building, 3rd Floor, Thimmaiah road, Miller Tank Bund area, Vasanthanagar, Bengaluru-560051** office monthly, or at any date upon such request, as may be made by . **The Project Engineer - 01, B-SMILE, No.30/1, UNI Building, 3rd Floor, Thimmaiah road, Miller Tank Bund area, Vasanthanagar, Bengaluru-560051**,office to the Tenderer.

8.8. The provision of EPF & MP Act, 1952 and the Rules / Schemes there under shall be applicable to the Tenderer and the service personnel engaged by him for the work.

8.9. As for the safety purpose insurance should be provided by the company to its candidates compulsorily.

9.1 REMUNERATION TO THE SERVICE PERSONNEL

9.2 The Agency shall be required to pay the monthly payment to the candidates as above within 10th of every month otherwise

penalty shall be levied at the rate of 5% to 10% of the monthly invoice amount-Mandatory.

9.3 The Agency will be solely responsible for the provision for any facilities to the candidates under any of the laws under the Constitution of India.

9.4 The remuneration payment for the service personnel for every completed month should be paid on 10th of succeeding month directly to the Nationalised Bank Account of the concerned and necessary proof of the same should be submitted along with the bills.

9.5 The agency should attached Attendance certificates with the remuneration reimbursement bill.

9.6 The agency should submit a record of payment of ESI, EPF& Other Benefit providing to the employees if applicable as per law. Follow Appendix-I & J for this purpose. The net take home remuneration as specified in the Appendix-I & J is mandatory to deposit the same to the service personnel bank account through ONLINE-NEFT/RTGS on 5th of every month.

9.7 The remuneration paid to the employee along with said benefit will be paid to the Agencies on a re-imbursement basis every month after receipt of the bill.

9.8 Only specified statutory deductions need to be deducted from the remuneration of the service personnel.

- Payment to the agency on re-imbursement basis will be made only after submission of the bills with all details of payment as well as the certification by the respective branches of the Bank. Agency has to open ESI, EPF account for every eligible service personnel immediately on appointment, failing which the tender will be cancelled. These statutory deductions will not be subject to deduction from the Gross Remuneration till account is opened. Gross remuneration has to be paid to the employees in full. Until the account are opened, B-SMILE - GBA, will not clear any bills of the agency till the completion of the process.

9.9 EPF:-Service personnel with Remuneration of more than Rs.15000/- is not compulsory for EPF contribution. In case of service personnel getting

up to Rs.15000/-as remuneration per month there should be contribution of 12% from service personnel towards EPF. The B-SMILE - GBA, will contribute EPF at 13% as employer's contribution to the service personnel for the remuneration which sums up to 25%. The EPF total amount so deducted should be credited to the service personnel EPF account which is denoted by the EPF Department.

9.10 ESI: - It is not compulsory to deduct ESI for a person whose gross remuneration is more than Rs.21,000/-. ESI is compulsory for service personnel drawing a gross remuneration less than Rs.21,000/-. 4.00% of ESI deduction for gross remuneration has to be made for all such service personnel. This 4.00% consists of 0.75% of the employee contribution and 3.25% as employer's contribution. This amount has to be credited to the service personnel ESI account which is given by ESI Department. There should be no deduction without ESI account, such deductions will be treated as violation of tender document.

9.11 Service personnel drawing less than Rs.15,000/- gross remuneration are exempted from professional tax. Others who receive higher remuneration has to pay professional tax of Rs.200/- for the remuneration of Rs.15,000/- and over than that, respectively. Theseamount has to be deducted by agency every month and credited to the appropriate account of the Govt.

9.15 GST:– The Agency which supplies the manpower has to pay GST on gross remuneration of all the service personnel to the Central Government Service tax Department. The Agency has to submit the tax paid challan every month to . **The Project Engineer - 01, B-SMILE, No.30/1, UNI Building, 3rd Floor, Thimmaiah road, Miller Tank Bund area, Vasanthanagar, Bengaluru-560051.**

9.16 Income Tax: TDS will be deducted as per IT Law. The Agency will make all type of payment in advance like remuneration, ESI, EPF, PT, GST, etc., and should submit Attendance Certificates, consolidated challans, returns, Bank Statements for the purpose of re-imbursement of payments.

9.17 In case of deduction on account of ESI, EPF, PT, GST etc., are made from the service personnel and not credited to respective account, will be liable for penal action. B-SMILE - GBA, will reserve the right to initiate the criminal proceedings against the agency.

9.18 The agency should not transfer or sub-lease the contract. This will be

treated as violation of tender condition.

9.12 Within 5th date of the following month, the remuneration acquaintance should be submitted to The . **The Project Engineer - 01, B-SMILE, No.30/1, UNI Building, 3rd Floor, Thimmaiah road, Miller Tank Bund area, Vasanthanagar, Bengaluru-560051**.by the Agency without fail. . **The Chief Engineer-02, B-SMILE, No.30/1, UNI Building, 3rd Floor, Thimmaiah road, Miller Tank Bund area, Vasanthanagar, Bengaluru-560051**.will reimburse the remuneration amount to the agency subject to availability of fund.

9.19 In case of delay without reliable reasons and failure on the part of the agency to submit the acquaintance, an amount of Rs.1000/- per day will be levied upon the agency as penalty.

9.20 Agency should sign contract that they will obey by every condition of the tender.

9.21 It is the responsibility of the Agency to provide the transport facility to the staff who works on shift system.

9.22 It is the responsibility of the agency to provide ID cards to all service personnel on approval of B-SMILE - GBA, only.

9.23 The service personnel who remains absent for duties (long period) without prior permission from the office will have to be replaced immediately.

9.24 Leave facility of one day per each calendar month completed is allowed to the service personnel including Public holydays.

9.27 The Agency shall be required to pay the monthly payment to the candidates as above and the Agency can quote their price bids keeping in view of the applicable service charges.

9.28 The Agency will be solely responsible for the provision for any facilities to the service personnel under any of the laws under the Constitution of India.

9.29 The payment for every completed month should be paid online on or before 5th day of the following month directly to the Bank Account of the concerned and necessary proof of the same should be submitted along with the bills.

9.30 The B-SMILE - GBA, intends that the candidates posted to work as

Service Personnel should be paid the minimum consolidated remuneration i.e., Take Home Remuneration without fail.

9.31 Necessary Tax deductions will be effected in the bills as per rules.

9.32 The Agency shall make payment to the Service personnel deployed by him on the scheduled date. The Tenderer has to maintain the ECS statement (acquaintance) for the payment made to the Service personnel deployed. The copy of above proof shall be / enclosed along with monthly running bills.

9.33 The Agency shall be solely responsible to disburse remuneration due payable to the service personnel deployed, promptly by 10thday of every following month. If the Tenderer fails to pay the remuneration to service personnel with the relevant statutory provisions, The . **The Project Engineer - 01, B-SMILE, No.30/1, UNI Building, 3rd Floor, Thimmaiah road, Miller Tank Bund area, Vasanthanagar, Bengaluru-560051** would impose a penalty of Rs.500/-day for all the delayed days. This penalty period would be for a maximum of 10 days. Beyond this period, The . **The Project Engineer - 01, B-SMILE, No.30/1, UNI Building, 3rd Floor, Thimmaiah road, Miller Tank Bund area, Vasanthanagar, Bengaluru-560051** would consider of invoking termination clause.

9.34 The Tenderer shall, whenever required by the . **The Project Engineer - 01, B-SMILE, No.30/1, UNI Building, 3rd Floor, Thimmaiah road, Miller Tank Bund area, Vasanthanagar, Bengaluru-560051** or Officials authorized under the Statutes, produce for inspection, all forms, registers and other documents required to be maintained under various statutes.

9.35 The Service Provider shall organize periodical training for the service personnel to enhance the skills of their work field.

10. PENALTIES FOR NON-REMITTANCE OF EPF & ESI CONTRIBUTION.

In the case of delay/default in payment of contribution under ESI Scheme and EPF Scheme besides the recovery of the amounts due by the Agency towards their contribution, penal interest and/or damages as may be levied by the ESI or PF Authorities, a penalty of 5% of the above amount would also be levied and recovered from their running bills. In the event of cessation of the contract due to any reason whatsoever, the Security Deposit will be refunded only after due

satisfaction as regards the payment of ESI and EPF dues by the Agency if applicable as per law only.

11. GOVERNMENT AND LOCAL RULES

The approval from any authority required as per statutory rules and/ regulations of Central/State Government shall be responsibility of the Agency.

12. FIRST AID

The Agency shall provide necessary First Aid kit at work place to their personnel.

13 GENERAL

a. The Agency shall furnish in writing the list of persons to be deployed by him. He shall not engage persons below 18 years of age.

b. If any of the workers employed by the Agency is found indulging in acts subversive of discipline, the same will be brought to the knowledge of the Agency and he shall arrange for replacement of such personnel.

c. The agency must be ready to supply the manpower services even more than the numbers notified in this tender according to the requirements if required.

d. **If the B-SMILE - GBA, could not select the required number of candidates, the agency should provide replacement immediately.** If the agency, fails to do so for two times in a row, then the contract shall be entrusted to the second successful bidder/Service Provider, who is L2 in terms of price quotation at the risk and cost of the defaulting agency.

e. The list of marks cards and other requisite documents of the selected candidates should be attested by the Agency and copies should be deposited with the Principal Employer.

14. ARBITRATION

a. If any dispute arising out of this contract shall be settled as per the Arbitration and Conciliation Act 1996.

b. In the event of any dispute as to the interpretation of any of these provisions, such dispute shall be settled through mutual negotiations or by appointing a sole Arbitrator mutually agreed upon or an Arbitrator from panel of Arbitrators of Indian Council of Arbitration.

c. In the event of a reference made to an Arbitrator, the decision of the Arbitrator shall be final and binding on both the parties of this agreement and shall not be called into question.

d. In case if the agency has any valid grievance against the decision of the Arbitrator shall appeal to the immediate Appellate Authority.

e. Subject as aforesaid, the Arbitration &Conciliation Act, 1996, shall apply to the arbitration proceedings under this clause and such arbitration shall take place in Bangalore.

f. The Costs of and in connection with arbitration shall be decided by the Arbitrator at his sole discretion, who may make a suitable provision for the same in his Award.

15. CONSTITUTION OF THE TENDERER

The Agency shall not change the composition during the currency of the contract without the prior approval of the Managing Director,. Any happening like Death! Resignation of any partner/director/member of the Agency shall be intimated within 3 working days of such happening, in writing, to Managing Director, . On receipt of such notice, the B-SMILE - GBA, , reserves the right either to terminate or continue the contract.

In the event of any dispute, legal or other proceedings by any party or parties concerning the constitution or composition of the Agency, the B-SMILE - GBA, reserves the right to take such necessary action as it deems fit, including termination of contract and withholding payments due or accrued to the Tenderer.

16. SUBLETTING

The Agency shall not sublet, transfer or assign the contract or any part thereof.

17. LAWS GOVERNING THE CONTRACT

The Contract will be governed by the Laws of India in force from time to time and as amended or made from time to time.

COMPLIANCE OF STATUTORY PROVISIONS

a. The Agency shall comply with the provisions of the Minimum remuneration Act (Central/State), if applicable and as applicable, Contract Labour (Regulation & Abolition) Act, 1970, 1971 read with the Central Contract Labour (Regulation & Abolition) Rules. 1975, ESI Act, 1948 Employees Provident Fund and Miscellaneous Provisions Act 1952, and any other law applicable for the employment of Contract Services as amended from time to time.

b. The Agency shall be solely responsible to comply with all Acts, Laws, Rules and Regulations, as may be applicable from time to time in respect of running of the services and shall pay all taxes, debts and/or levies as may be levied by the appropriate Government/local bodies and other authorities in this regard, and the Agency shall indemnify the B-SMILE - GBA, against all claims, loss, damage and costs thereof in case of any breach of any of these Acts, Laws, Rules and Regulations.

c. The Agency has to submit to B-SMILE - GBA, Office by January / July of every year In Form XXIV of Contract Labour (Regulation & Abolition) Act, 1970.

d. The B-SMILE - GBA, not bound by personal presentations:

1. The **Data Entry Operators, Assistants and Cleaning Staff** provided by the agency on a contract basis to B-SMILE - GBA, shall be deployed on duty at designated locations by the agency as per the contract agreement shall be in the employment of agency only and shall have no right to claim any employment in B-SMILE - GBA, for whatsoever reason.

2. All risks of loss or of damage to property and of personal injury and death which arise during and in consequence of the performance of the contract are the responsibility of the Agency.

3. The Agency shall be personally responsible for any theft, dishonesty and/or disobedience and discourteous behaviour on the part of the service personnel so provided by him.

4. The Agency shall not transfer or assign or sublet any part of the service once agreed or any share or interest herein in any manner or degree directly or indirectly to any person, firm or to company whatsoever.

5. The Agency shall carryout the above work during contract period Round The Clock as per the directions of the officer-in-charge from the date of entrustment.

6. The Agency shall engage skilled and trained personal to carryout duty of **Data Entry Operators, Assistants and Cleaning Staff**. The scope of work & other duties, responsibilities has been indicated in the schedule – B.

7. The Agency shall keep the Office clean& other necessary as per BOQ in good condition.

8. The man power indicated in the schedule is approximate B-Smile - GBA, is at liberty to increase or decrease as per requirement during contract period.

9. The successful Tenderer shall enter into the Agreement with the B-Smile -GBA, within 7 days of receipt of intimation.

10. Any other work allied to the above may also be entrusted from time to time for monitoring cleanings of the premises.

11. The agency will be responsible for the maintenance of discipline by the personnel employed by them. In case, the person so deployed by the Contractor is found absent, the B-Smile - GBA, shall have the right to treat such person as 'absent' from duty and deduct the proportionate amount of such person from the bill.

12. The agency shall be absolutely responsible and liable for any or all personal injuries or death and/or property damage or losses suffered due to negligence of the Contractor's personnel in their performance of the services required under the contract.

13. The agency shall provide laminated identification card with photograph along with the details of name, age, designation, firms name, etc., to the selected personnel at his own cost.

14. RESPONSIBILITY: The Agency shall be responsible for all the

provisions regarding license, welfare and health, procedures, maintenance of various records and registers etc., as provided under the Contract Labour.(Regulation &Abolition) Act 1970 and also under the order issued by the Government of Karnataka there under. For its noncompliance, the agency shall be responsible for penalties levied by the appropriate authority under various the Acts.

15. 1% of the Tendered amount will be deducted towards “Labour Welfare Fund” if applicable as per law.

16. The Tenderer has to produce all the relevant Documents as indicated in the Bid Document in originals

17. During the opening of the Technical Bid “Mandatorily”. This is in addition to uploading all the relevant. Documents in the e-procurement portal. If the Originals are not submitted for verification, the Tender will be rejected.

18. All other documents which are required to be submitted are to be uploaded in the KPP Portal in

19. General Documents section, while electronically submitting the bid. If any of the Documents as desired are not submitted the Tender will be rejected.

18. Protection of Environment:

The contractor shall take all reasonable steps to protect the environment on and off the Site and to avoid damage or nuisance to persons or to property of the public or others resulting from pollution, noise or other causes arising as a consequence of his methods of operation. During continuance of the contract, the contractor and his sub-contractors shall abide at all times by all existing enactments on environmental protection and rules made there under, regulations, notifications and bye-laws of the State or Central Government, or local authorities and any other law, bye-law, regulations that may be passed or notification that may be issued in this respect in future by the State or Central Government or the local authority.

APPENDIX – A

TECHNICAL PROPOSAL - STANDARD FORM

Format for Letter of Proposal

(On the Letter head of the Bidder)

Date:

To:
Office of the Chief Engineer,
B-SMILE, No.34/1 3rd Floor,
Thimmaiah Road Miller Tank Bund Area,
Vasanthnagar,Bengaluru-560051
Sir,

Ref:-**“** for **“Providing office and Support Staff for Bengaluru Smart Infrastructure Limited**.**”**

Being duly authorized to represent and act on behalf of.....

Here in after referred to as “the Bidder”), and having reviewed and fully understood all of the

Proposal requirements and information provided, the undersigned hereby submits the Proposal for the project referred above.

We confirm that our Proposal is valid for a period of 90 days from the date of submission of tender.

Yours faithfully,
.....

(Signature of the Authorised Signatory of Bidder)
.....

(Name and designation of the Authorised Signatory of Bidder)

APPENDIX – B

Format for Power of Attorney for Signing of Proposal

(On stamp paper of appropriate value)

POWER OF ATTORNEY

Know all men by these presents, we ..... (Name and address of the registered office) do hereby constitute, appoint and authorise Mr./Ms ..... (Name and address) who is presently employed with us and holding the position of ..... as our or attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our bid for the project envisaging **"**for **"Providing office and Support Staff for Bengaluru Smart Infrastructure Limited."**all documents and providing information / responses to B-SMILE - GBA, , representing us in all matters in connection with our bid for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall be deemed to have been done by us. These powers are granted by us and shall remain in force till the end and expiry of all the contract period and the fulfilment of contractual obligations and liabilities.

For

.....

.....

(Signature)

.....

(Name, Title and Address)

Accepted

.....

(Signature)

.....

(Name, Title and Address of the Attorney)

Note:

1. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same be under common seal affixed in accordance with the required procedure. The Power of Attorney should be on a stamp paper of appropriate value.

2. Also, wherever required, the Bidder should submit for verification the extract of the charter documents such as a resolution/power of attorney in favour of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

3. In the event of PA holder leaves his employment, the power of attorney should be given to the person filling his place without lapse of time.

4. The Power of Attorney should be notarized.

APPENDIX-C

TECHNICAL BID

(Pre-qualification Requirement)

NAME OF THE WORK: **"**for **"Providing office and Support Staff for Bengaluru Smart Infrastructure Limited."**

This table has to be filled in by the prospective Tenderer without fail. Details Of **contract undertaken & annual turnover** of the Tender for the preceding 5 years shall be given.

Sl. No	Description	Contract Period	Particulars to be furnished by the Tenderer
1	Name of work & Description	(2021-22 to 2025-26)	
2	Contract Details a) Name of Client b) Name & Address of Client's contact person c) Telephone & Fax No d) No of Service Personnel provided to the client.	2021-22 to 2025-26)	
3	Supporting Documents a) Similar nature of works (Work Done Certificate to be furnished) b) Similar nature of Work done certificate (Providing Minimum **10** Nos. Office Staff of work order amount not less than **Rs.2800** Lakhs)issued by Head of the Department/Institute not below the rank of Executive Engineer (Copy to be furnished) preceding Last 5 years 2021-22 to 2025-26**)**		
4	Details of Annual Turnover of Tenderer preceding three years: (Copy to be furnished) Achieved in at least two financial year's an	2021-22 to 2025-26)	YES/NO

	average annual financial turnover of Rs.56.00lakhs in past 5 years(Certified by the Charted Accountant to be furnished)		
5	Whether CA Audited Balance Sheets & Profit & Loss Account submitted. (Copy to be furnished)		
6	Net worth (As per balance sheet) (Copy to be furnished)		

NOTE

1) Tenderer shall has to furnish the experience details as above only of those contracts, which they consider suitable for meeting the qualifying requirements specified in the Notice Inviting Tender. The B-SMILE - GBA, reserves the right not to evaluate any other contract details. Information should be specific. Incomplete information is not considered. Details of more contracts may be furnished in the same format, one by one if desired.

2) Tenderer may note that non-submission of relevant supporting documents will lead to rejection of their tender. It shall be ensured that all relevant supporting documents are submitted along with their tender in the first instance itself. Evaluation may be completed based on the details so furnished without seeking any subsequent additional information.

3) If the Tenderer has executed/completed similar nature of work (as called in Experience Criteria of NIT (Notice Inviting Tender, then it is the responsibility of the Tenderer to produce documentary evidence from Client to establish the value and description of such works and that the Tenderer meets the experience requirements of tender.

UNDERTAKING

1. I / We have read and agree to adhere by all terms and conditions of the same.

2. I/ We here by state that none of the service personnel’s

of my / our organization is a relative of any employee of B-SMILE - GBA, is a beneficiary of my/ our organization including in the capacity as part-time employee, agent, partner or shareholder.

SIGNATURE OF TENDERER
WITH OFFICIAL SEAL

APPENDIX – D

This table has to be filled in by the prospective Tenderer without fail. Self-attested copies of certificates of registrations under various departments of State and Central Government are to be furnished.

Sl No.	Description	Details to be furnished by the Tenderer
01	PF Registration No.	
02	ESI Registration No.	
03	GST Registration No	
04	Income Tax/ PAN No	
05	PT Registration No.	
05	Certificate of Incorporation (in case of Company/firm/Proprietorship)	
06	License/Registration obtained from labour Department Government of Karnataka.	
07	Certificate of International Organisation for Standardization (ISO)	

I / We confirm that all the above registrations are under operation presently and shall be

Used for all related activities

SIGNATURE OF TENDERER

WITH OFFICIAL SEAL

APPENDIX – E

CRITERIA FOR EVALUATION
Name and Postal Address of the Bidder along with Contact Details

Sln o.	Description	For Office Use Only Points Allotted	Points Obtained
1	Tenderer shall have their registered/ corporate office/ regional office and business Establishment	Yes / No If "No", the bid will be rejected	
2	The Tenderer should be an Agency with more than Providing atleast **10Nos**. Office Staff with fully operational facility and experience in executing similar projects in the area of Central/State Government / PSU/ULBS service with the annual value of a single largest contract at a unit should be not less than Rs.28.00lakhs per annum on a daily operation in past 5 years	Yes / No If "No", the bid will be rejected	
3	Achieved in at least three financial year's an average annual financial turnover of **Rs 56.00 lakhs**(CA Certified Annual Turnover Certificate to be attached) in past 5 Years (from 2021-22 to 2025-26	Yes / No If "No", the bid will be rejected	
4	Tenderer has minimum Five years i.e., 2021-22 to 2025-26 experience service personnel called in this tender). The Tenderer should be a Agency with more than Providing atleast **10Nos**. Office Staff with fully operational facility and experience in executing similar projects or any single consultancy services of work order amount not less than Rs.28.00Lakhsin the area of Central/State Government / PSU/ULBS service. The annual value of a single largest contract at a unit	**30 Points**	

	should be not less than **Rs.28.00 Lakhs** per annum on a daily operation in past 5 years		
5	If Tendering agency (Service Provider):Specific valid license/registration from the 1. Labour Department (8 Points) 2. PAN (10 Points) 3. Registration / Allotment no. for GST (6 Points) 4. Registration / Allotment no. for PT (5 Points)	**29 Points**	
7	Achieved in at least three financial year's an average annual financial turnover of **Rs. 56.00 lakhs** in past 5 Years	**15 Points**	
8	Whether Income Tax returns filed for the past 3 years i.e., for the year, 2023-24 to 2025-26)(4 Points for each year)	**12 points**	
09	Whether GST/ST and PT return filed for the past 3 years i.e., for the year 2023-24 to 2025-26) (attach copy) • For GST/ ST returns (2 Points for each year) • For PT returns (1 Point for each year)	**9 points**	
10	Whether 9001 & 27001 ISO Certificate Registered	**05 Points**	

Maximum points allotted100 points (One Hundred) and a minimum of 75 points required to qualify.

APPENDIX – F

Profo
rma.

This table has to be filled in by the prospective Tenderer without fail.
Details of Tenderer's profile are to be furnished in the following

Sl. No.	Subject	Details
1	Name and address of the Tenderer	
2	Whether a Proprietor/ Partnership /Company/Any other? - Please specify.	
3	If Company, please specify whether a Private Company or Public Company.	
4	PAN issued by the Income Tax Dept. (a copy of PAN to be enclosed)	
5	Official address of the Tenderer (If it is a Company please specify registered office address and corporate address separately)	
6	Name and address of the person submitting the tender whose photograph is affixed above (In case of proprietor/partnership firms, the tender has to be signed by proprietor or one of the partner only, as the case may be)	Shri/Smt,
7	Telephone number of the Tenderer ` 8	(Oft) : (Res:): (Mobile): (Fax): (e-Mail):
8	Registration and incorporation Particulars of the Company. (If Partnership or Proprietorship, please Specify registration details obtained from local authority)	
9	Name/s and address of Proprietor/Partner/Directors to be Furnished.	1. 2. 3.
10	Bank Details (Payments to be made) 1. Name and address of the Bank: 2. Bank Account No 3. Type of Account 4. IFSC Code:	

Affix Latest
Photo of
Pass Port
Size

Note:

1. The Tenderers, as the case may be, shall submit self-attested copies of PAN Card, Certificate of Incorporation, Certificate of registration from local authorities, Partnership Deed, Articles and Memorandum of Association.
2. Authorization letter of the Company in case the person signing the tender document is an authorized representative of the company.
3. The tender is liable to be rejected if the signature and photograph do not match with the photograph affixed and the signature made in the tender documents, with the Identity and signature proof.
4. Please attach copy of last 3 years income tax returns.

I/We hereby declare that the information furnished above is true and correct to the best of knowledge and belief.

Place: SIGNATURE OF TENDERER

Date: WITH OFFICIAL SEAL

APPENDIX – G

CHECK LIST

The tenderer shall check the following parameters before submitting the tender

SI. No	Enclosure Details	Remarks
1	Name & Address of Tenderer with photograph	Yes /No
2	Tendering document duly uploaded in all respects	Yes /No
3	Documents in support of pre-qualifying requirements as per Annexure-I,	Yes/No
4	EMD of Rs.28,000/-(Rupees Twenty Eight Thousand only) through e- Payment	Yes/No
5	GST Registration Certificate with 3 years return	Yes /No
6	Authorization letter of the Company in case the person signing the Tender document is an authorized representative of the Company.	Yes /No
7	Power of Attorney in the name of the person who is authorized to attend Pre-bid tender meeting	Yes/No
8	Annual Turnover Statement enclosed (Audited Financial statements)	Yes/No
9	Registration of • Labour Department □ GST □ PT □ IT □ ISO	Yes/No
10	Enclosed copies of last five years returns filed in respect of □ GST □ PT □ IT	Yes/No
11	Copy of Pan card enclosed	Yes/No
12	Copy of Registration and incorporation particulars of the (If	Yes /No

	Partnership or Proprietorship a copy of Partnership Deed/ Registration certificate issued by local authorities)	
13	Bank details furnished (For Payments to be paid)	Yes /No
14	Registration and renewal obtained from Labour Department	Yes/No
15	Other statutory details,.9001 & 27001 ISO Certificate / If any other	Yes/No

Signature of the Authorised Signatory

Name and Designation

Address (Seal)

APPENDIX – H

Format for Statutory Auditor Certificates

Date:

We have verified the relevant statutory and other records of M/s.....

(Name of the Bidder) and certify that M/s..... had been

Appointed for the purpose of ..... (Name of the project)

We have also scrutinized the documents made available to us for the said project and

Certify the following:

Date of commencement of the project	Date of completion of the project	Billings for the bidder from the project (Rs. crores)

Signature and seal

And registration number of Statutory Auditor

Signature of the Authorised Signatory.

Name and Designation

Address (Seal)

APPENDIX-I

FINANCIAL PROPOSAL (PRICE BID)

From:

_____

_____

To

Office of the Project Engineer-1
Bangalore Smart Infrastructure Limited,
No.30/1, UNI Building, Thimmaiah Road,
Vasanthanagar, Bangalore – 560052
Sir,

We the undersigned offer to provide the services of qualified Manpower Services in accordance with your “Request for Proposal” and our Technical Proposal, Our financial proposal is as

Signature of the Authorised Signatory.
Name and Designation

Address (Seal)

Note:

1. The above table is given for understanding of the bidder. This shall not be filled and uploaded in the tender.
2. The bidders who **quote less than amount put to tender will not be considered in financial bid.**If the rates quoted are below, then the bidder does not meet the statutory liability, the financial bid will be considered as ill-responsive and their EMD will be forfeited as per clause 11 of GCC.
3. In case of discrepancy between amounts quoted in price proposal, the amount quoted in words is taken as final price for evaluation
4. Applicable income tax will be deducted as per prevailing rules against the bills submitted.
5. Professional tax will be deducted as per PT rules.
6. The above rates quoted by the tenderer shall be inclusive of service charge including all taxes except GST.

Signature of the Authorized Signatory.

Name and Designation

Address (Seal)

Address (Seal)

APPENDIX-J

"Providing office and Support Staff for Bengaluru Smart Infrastructure Limited"

Sl No	PARTICULARS	Nos
1	Data Entry Operator	04
2	Office Assistants	02
3	Cleaning Staff	04